



## 2017 Market Shoppes “Retail” Building Operational Guidelines

The guidelines for the operation of the Market Shoppes (Retail Building) of the Piedmont Triad Farmers Market are established to promote a safe and consistent selling environment for all vendors and to encourage more buying and return business from our customers. The following guidelines have also been developed to ensure a Farmers Market atmosphere and appearances are maintained at all times. These guidelines will be revised and updated as needed. This building is for “retail” sales not “wholesale” sales. We want to work with you and welcome your concerns and inquiries at any time. To achieve maximum benefits, each of us must work together.

### I.

Persons interested in space must complete an application and discuss their desired operation with Market management personnel.

The building will be unlocked when the first vendor arrives.

No gate fee will be charged to vendors with product on their vehicle. All other deliveries being delivered to vendor space must stop at the gatehouse and pay the appropriate delivery fee.

Personal vehicles must be parked in designated areas adjacent to your selling space and not in key customer spaces.

Vehicles, including golf carts, must be driven by licensed drivers in a careful manner and operators must observe the speed limit and posted signs. Individuals with proof of liability insurance may purchase a permit to operate a golf cart from the office for an annual fee of \$75.00.

### II.

Vendors may sell only food, plant items or other items that are handcrafted from natural products of the farm. This would include for instance; produce, fudge, baked goods, candies, meats, plants, etc. Items which do not fall within the guidelines such as; ceramics, plastic picture frames or clothing items not hand spun at home or on the farm or any other items that do not fit in with other products being sold on the Market will not be allowed. Locally handcrafted pottery may be sold in this building.

All produce sold must meet the minimum requirements for US#2 grade or an equivalent higher grade.

All vendors must obey labeling, weight, sanitation and tax laws as required by the appropriate governmental agency and have any license or permit as required by law. Eggs must be refrigerated. Meat must be wrapped and from an inspected facility.

Vendors must not misrepresent any product as to the quality, price, origin, variety or amount and are expected to stand behind the sale of their product.

All vendors with canned or processed food items must have verification of inspection from supplier on file at the Market Office. All items offered for sale are to comply with the requirements of the North Carolina Department of Agriculture, Food and Drug Protection Division. Please contact (919) 733-7366 for more information.

Vendors who bring product to the building are not to sell or have product displayed off the back of the vehicle.

Vendors cannot subrent space. One can sell the product of others but cannot (subrent) space to someone else to sell products.

Vendors should plan to be open for business at least six days per week. The vendor shall be open for business each day from the hours of 8:00am to 6:00pm.

### III.

Vendors are not to display product over the designated lines. Displays are to be oriented to the center aisle of the building. No product or containers are to block any doors. Storage of product outside and adjacent to the building is not permitted.

Height of Displays – Within the area of ten feet from the back of block wall, display can be taller but from this point to the center aisle, displays or other items are to be no higher than 66 inches from the cement between vendors.

### IV.

No profanity or abusive language and no disruptive or loud noise is permitted. Music devices must be kept at a minimum as to not disrupt other vendors and or customers.

No vendor is to approach customers while they are at the location of another vendor. No loud calling out of prices or hawking for customers is permitted.

All vendors or employees of vendors must dress and conduct themselves in an appropriate and businesslike manner.

The use of alcoholic beverages and/or illegal drugs is not permitted.

A file with all customer complaints will be maintained. We will discuss each complaint with the vendor. Vendors receiving complaints repeatedly will be subject to possibly losing their selling privilege on the Market.

### V.

#### Daily Electrical Charges

\$1.00 each refrigerator, freezer, cooler, drink box, fan, coffee pot, etc.

\$2.00 each bean sheller, peanut roaster, large coffee machines, and electric heaters (120 volts)

Vendors are to check with Market Management before adding any electrical equipment.

Vendors are to check with Market Management and submit plans/drawings before any structure is erected.

Electrical circuits are all 20 amps and are shared.

Thermostats will be controlled by Market personnel

No oil, kerosene, or salamander heaters will be permitted.

At night, all doors are to be closed to where the rubber seals off the bottom. During cold weather, doors must be closed to prevent heat loss in the building. Market personnel will determine if doors should remain open or closed when vendors cannot agree.

## VI.

Each vendor must keep their space clean and uncluttered. Do not accumulate excess boxes or baskets. Clean space daily and dump trash daily. Trash cans in center aisles are not to be used for vendors' trash. Vendors are to put trash and sweepings in dumpsters – not to be swept into the drive or walkways. All empty cartons, crates or throw away containers are to be placed in the dumpster or recycle area. Please flatten all boxes and crates before placing in dumpsters.

Wooden pallets may not be placed in the dumpster or recycle area.

Straw will not be allowed inside or outside the building at anytime.

No dogs or other pets are allowed other than service animals.

If injuries occur in the vendor's space as a result of something the vendor has done that is of an obvious negligent nature, any and all related charges for the treatment of the injury are the responsibility of the vendor.

All bean and pea shellers must have shields and safety guards over all moving parts. Shields made of materials such as paper which do not provide optimum protection are not permitted. Bean shellers are to be inside the building and all hulls placed inside the dumpster.

### Payment Procedures

Space rent payments are due in advance, on Mondays, for the following week. Weeks go from Monday to Sunday. Rent may be paid in the Market office. Gatehouse staff does not accept Market Shoppes rent payments.

*Effective March 2013*

*Revised December 2016*